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From: Hanchett, James (DPH)
Sent: Monday, October 26, 2009 11:08 AM
To: Nassif, Julianne (DPH)
Subject: MS 5972A

Hi Julie,

We have had problems with our oldest MS (5972A) for over a month. It seems to run when it wants too. I got a quote from Agilent and it will cost \$1700 for a service call, the problem is the instrument is out of support. They have some parts but if it's a board we will have to find the part from another source. Do you want me to get a PO number and try to get it fixed?

Thanks,

Jim